

Project Title : DMV of the Future
Report Date : February 2001
Project Sponsors : Maria Contreras-Sweet, Steve Nissen, Steve Gourley
Project Manager : Mary Fernandez, Governor's Office of Innovation in Government
Project Advisors : Ann Barsotti, Dorothy Hunter and Mimi Khan

Scope:

DMV is working in conjunction with the Governor's Office of Innovation In Government (IIG) on the development and implementation of a Blueprint for the DMV of the Future. The Blueprint will facilitate significant changes in the way DMV does business and realizing DMV's goal to provide compassionate and quality public service to all residents of the State. Blueprint information includes findings, vision statements, and target recommendations (short, medium and long term). Follow-on projects are planned and will be guided and coordinated by the Blueprint for the DMV of the Future.

Schedule (key phases/deliverables):

	Completion Dates		
	<u>Estimated</u>	<u>Revised</u>	<u>Actual</u>
Incorporate IR Team deliverables into the overall Blueprint	08/00		08/00
Engage CLI and update Blueprint information	02/01		02/01
Review of IR Team deliverables to determine next steps	03/01		

Status:

DMV Improvement and Reengineering (IR) Teams, worked with IIG during March and April 2000 to conduct community outreach forums to gather information for the Blueprint. Then, during the summer and fall months, IIG staff worked with the IR Teams to refine Blueprint information and develop target recommendations. More recently, IIG staff consulted with the California Leadership Institute (CLI) and engaged members of the institute to assist DMV in developing implementation plans to move forward with identified targets. During January and February, the CLI executives met with the IR Team Leaders and the Project Advisors. Also, during February, Team Leaders worked with their groups to review Blueprint information and targets to ensure that current DMV issues and initiatives are reflected. During March/April, Team Leaders plan to present information about the Blueprint and target objectives to the DMV Director, Deputy Directors, CLI executives, and IIG staff.